



**Contra  
Costa  
County**

To: Board of Supervisors  
From: David Twa, County Administrator  
Date: February 12, 2019

Subject: Retitle, Reallocate, and Establish Various Classifications in the Veterans Service Department

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**RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 22403 to, Retitle the classification of Veterans Service Branch Office Manager (96TA) (represented) to Veterans Service Manager (96TA) (represented); Reallocate on the salary schedule from salary plan and grade ZA5 1516 (\$5,509-\$6,697) to salary plan and grade ZA5 1003 (\$6,177-\$7,508); Establish the classification of Veterans Service Representative II (96VA) (represented) at salary plan and grade ZB5 1002 (\$5,236 - \$6,364); and Retitle Veterans Service Representative (96WA) (represented) to Veterans Service Representative I (96WA) in the Veterans Service Office.

**FISCAL IMPACT:**

The annual cost increase of retitling the Veterans Service Branch Manager to the new classification of Veterans Service Manager is \$9,097, with a pension cost increase of \$2,547. The annual cost increase for adding a Veterans Service Representative (VSR) II classification is estimated at \$32,480. Pension costs will increase by \$2,599 for each VSR I that becomes a VSR II. These personnel cost increases will be funded by County General Fund.

**BACKGROUND:**

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY  
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD  
COMMITTEE

Action of Board On: **02/12/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: February 12, 2019

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Jami Napier, Deputy

Contact: Nathan Johnson,  
(925) 313-1481

Veterans Service Representatives (VSRs) play a vital role in counseling, advising, and assisting veterans in the preparation and presentation of claims and appeals. The levels to which a VSR executes this work

## BACKGROUND: (CONT'D)

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varies. By establishing the Veterans Service Representative II class level and by retitling the existing Veterans Service Representative class to a "I" level, we are establishing and developing a flexibly-staffed career path and progression within the series. VSR IIs will have a higher level of authority, such as having access to VA systems and operating independently at the veterans' outstations.

The current title of Veterans Service Branch Office Manager does not reflect the true nature of the classification. For one, there are three branch offices under the class management responsibilities, so the title often confuses veterans about the Veterans Office's organizational structure. The retitling of the Veterans Service Branch Office Manager to Veterans Service Manager and the revision of the management/supervisory responsibilities accurately reflect the organizational structure and current duties and responsibilities.

## CONSEQUENCE OF NEGATIVE ACTION:

By not approving these classification changes, employees in Veteran Services will not have titles and job duties that accurately reflect the high level of work needed and being performed. Retention can become an issue and the Department will not operate at maximum effectiveness, within fiscal means.

## ATTACHMENTS

P300 No. 22403

P300 No. 22403 -Attachment HR Dept. Recommendations